



Medicaid Advisory Committee Meeting

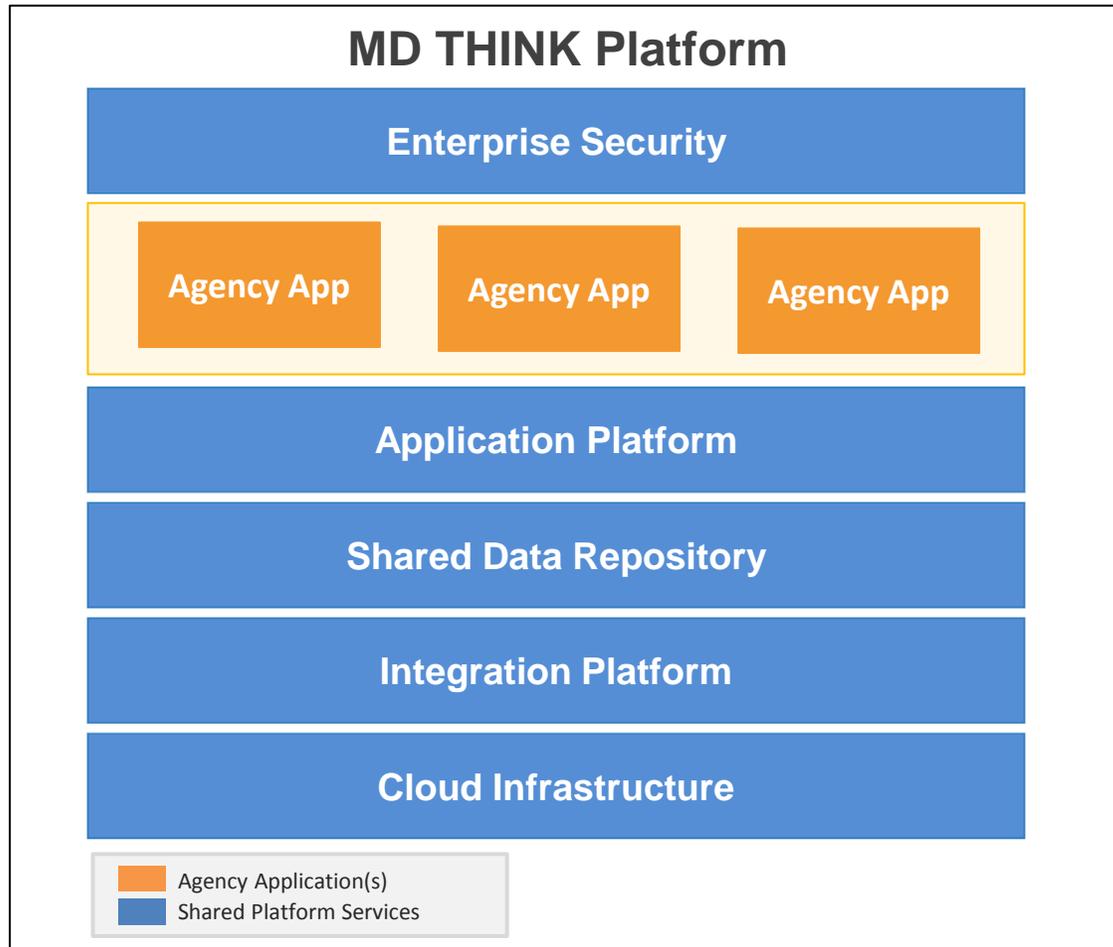
Subramanian Muniasamy, CTO

April 26th, 2018



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MD THINK envisions establishing a modernized technology platform for enhanced service delivery to Maryland residents

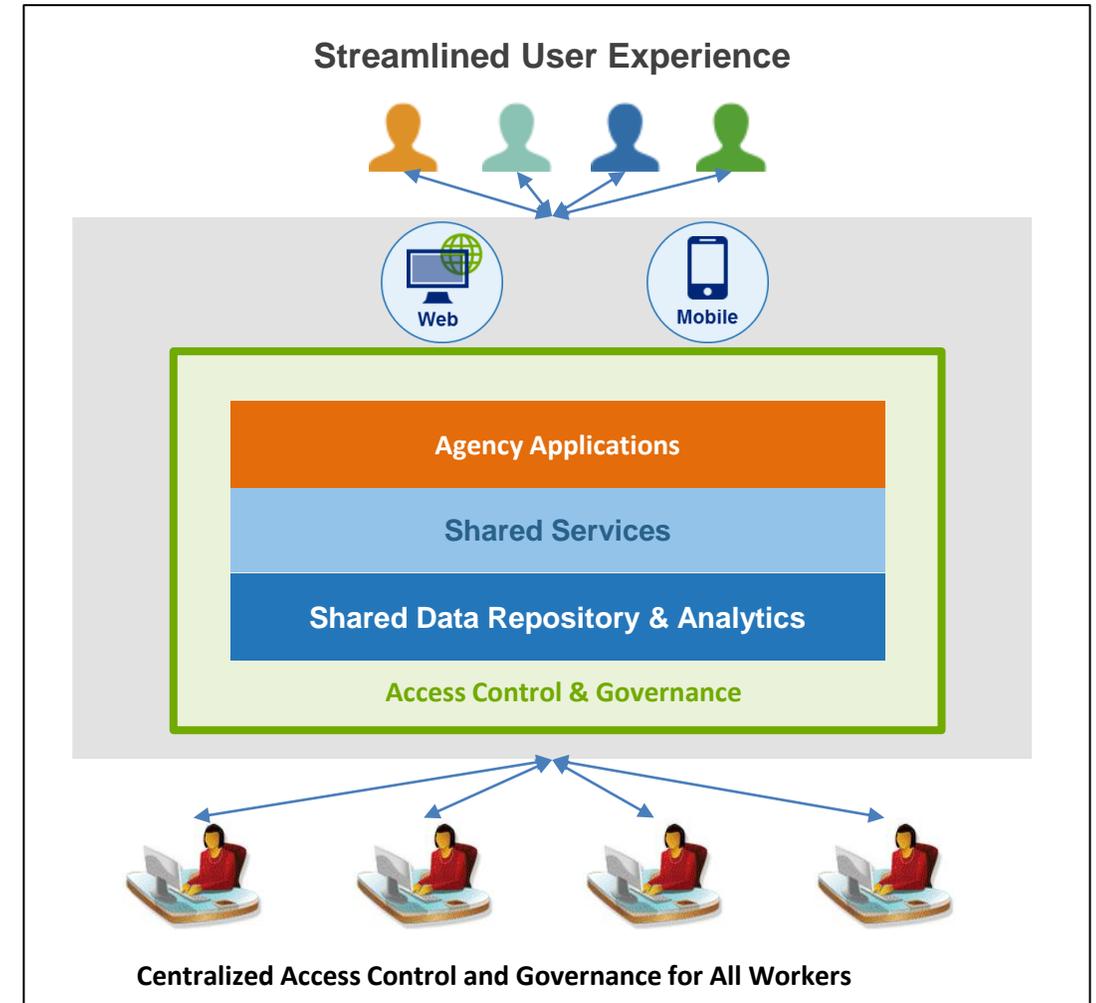
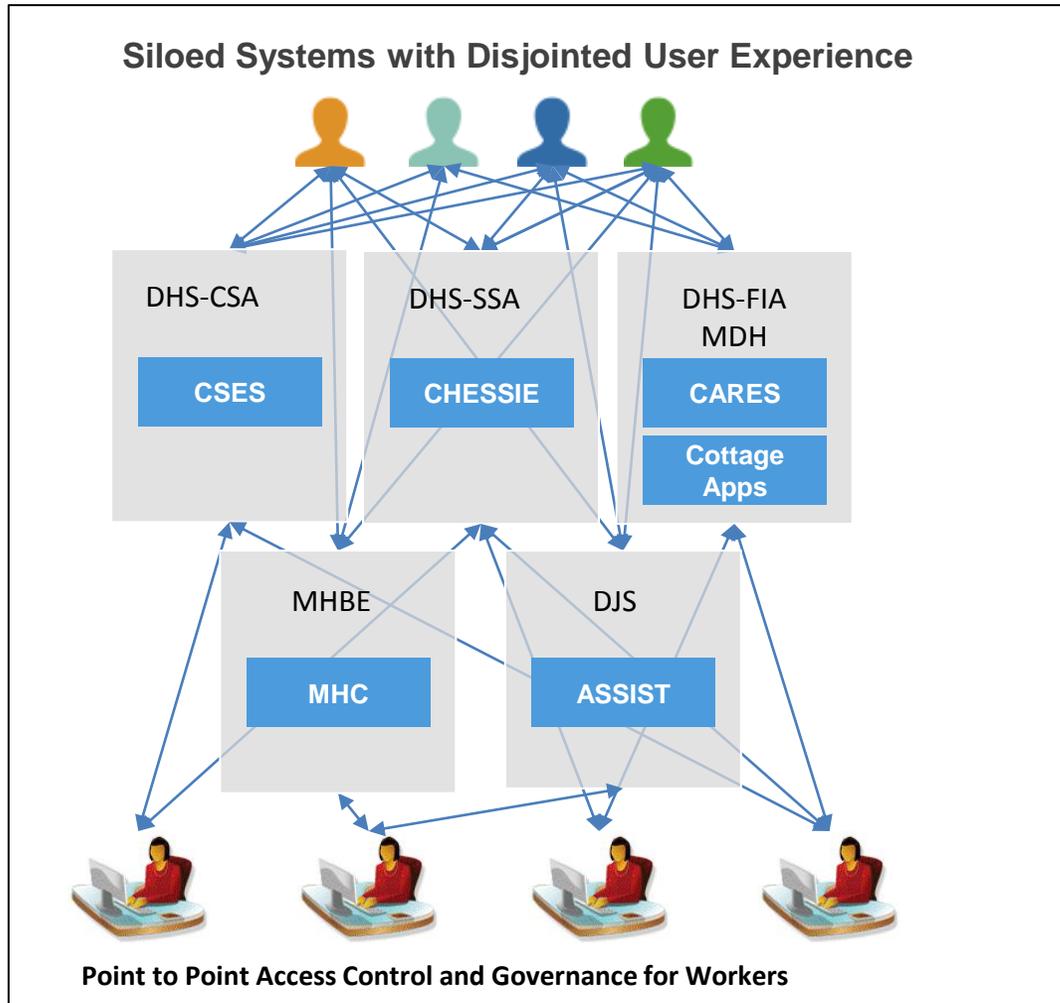


Platform Features

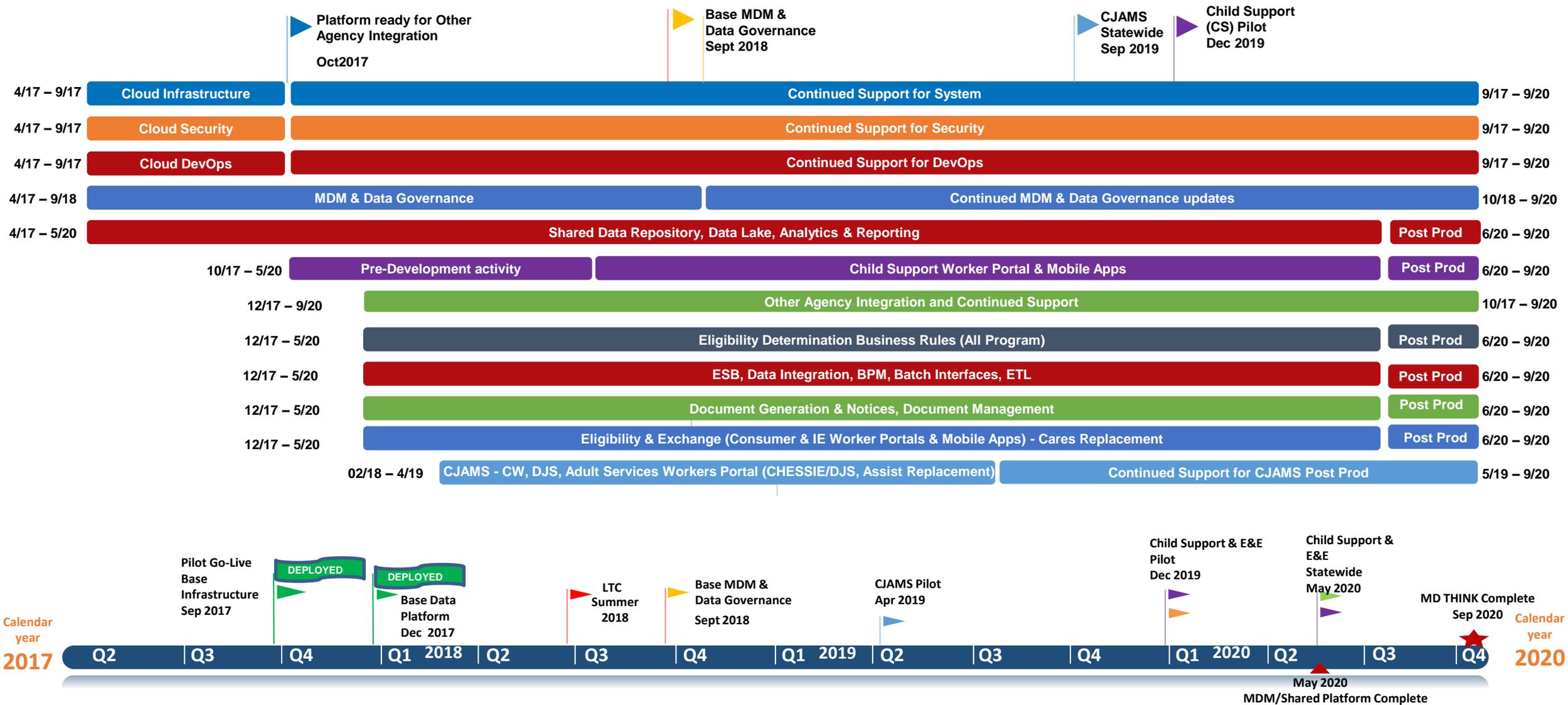
-  **Enterprise Security**
 - Sophisticated platform meeting all Federal & State Requirements
 - Uniform security policies and governance for all Apps
-  **Cloud Infrastructure**
 - Highly scalable, yet affordable infrastructure
 - Enables rapid setup with flexible configuration
-  **Application Platform**
 - Full-featured application architecture providing all components required for developing sophisticated applications
 - Ready to use, fully configured application frameworks
-  **Shared Data Repository & Analytics**
 - Highly scalable, flexible and searchable shared data platform
 - Provides, secure, role based access to cross-agency data
-  **Integration Platform**
 - Ready-built interfaces with FDSH and State data systems
 - Supports rapidly implementing additional interfaces

Streamline HHS Technology Systems

Initial phase of this program is focused on modernizing and streamlining the application systems for Maryland's Health & Human Services agencies

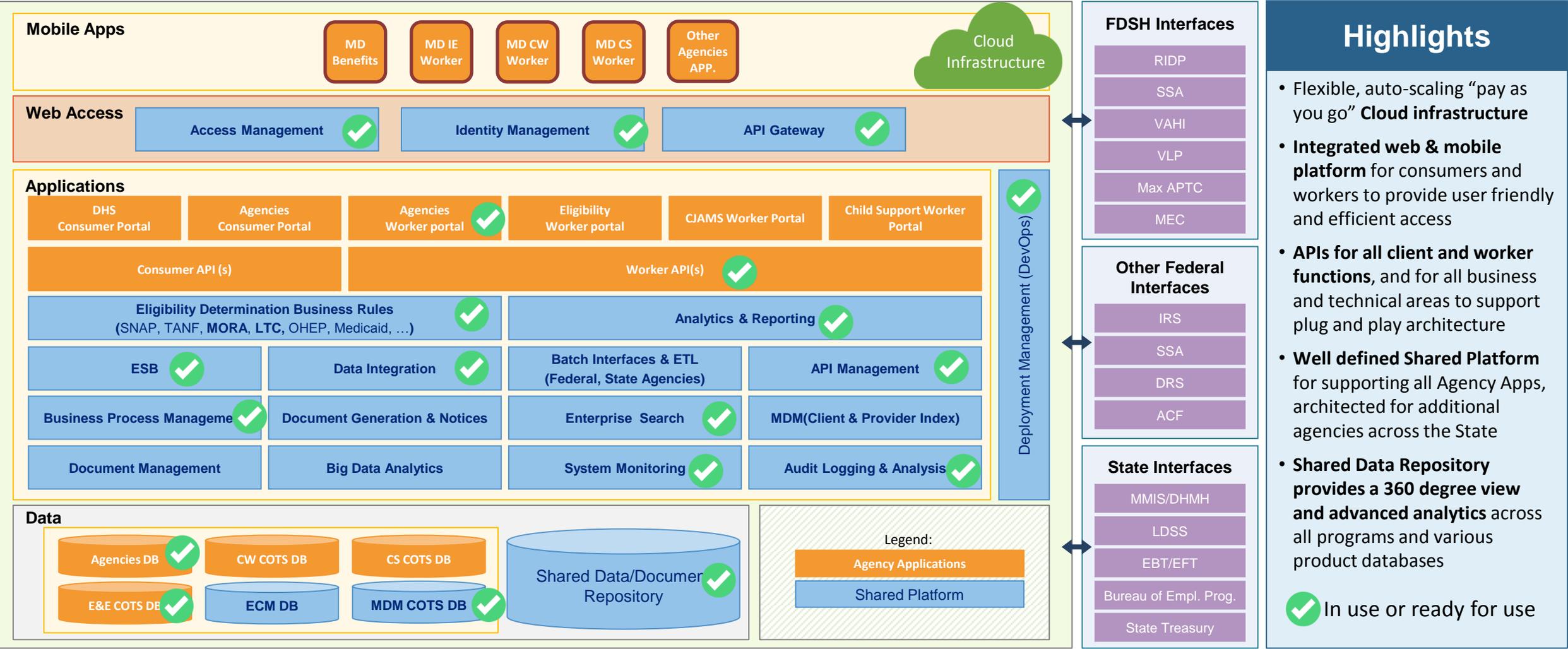


MD THINK Program Timeline

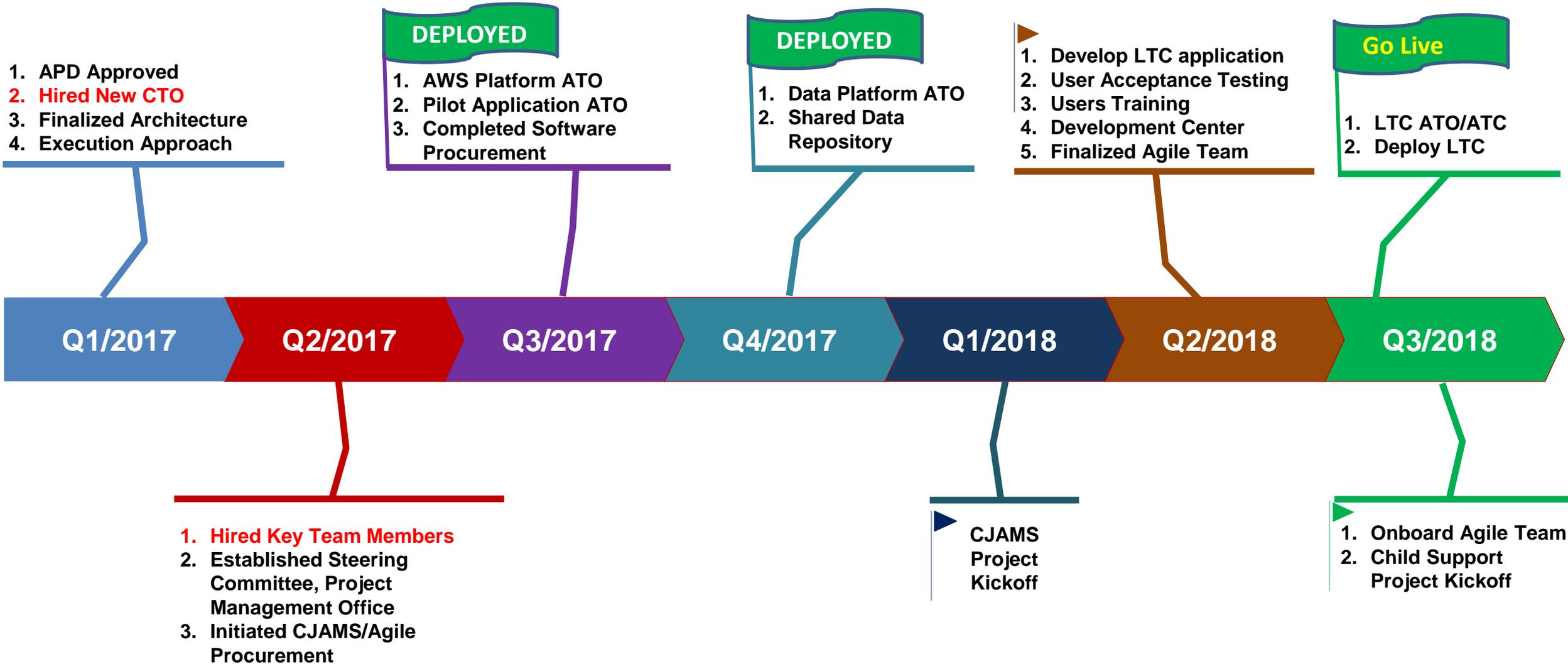


Application Architecture

The MD THINK Application Architecture will provide a groundbreaking shared platform supporting multiple Mission Specific Applications



Progress and Plans





Long-Term Care (LTC) Eligibility Update

Office of the Chief Technology Officer
April 26, 2018



Eligibility & Enrollment

What is the Eligibility & Enrollment (E&E) system?

- Eligibility & Enrollment (E&E) is the name of the new system being developed as part of the MD THINK program
- The E&E system will be Maryland's new Integrated Eligibility system and eventually support all other Medicaid programs beyond **LTC/Waiver**, as well as other DHS programs, such as Food Supplement, Temporary Cash Assistance, and Temporary Disability Assistance Program etc..
- The E&E system will be introduced in a phased approach and will replace the CARES mainframe system as well as *myDHR*, the current online application for DHS benefits.

Eligibility & Enrollment for LTC

What is the LTC Project?

- LTC Medicaid (and Waiver) is the first major program planned for migration to E&E from CARES
- The E&E system is being developed to initially support the following Medicaid eligibility tracks: 1) Waivers, 2) Aged, Blind, Disabled Long-Term Care, and 3) Parents and Children Long-Term Care.
- As part of the LTC project, system functionality is being developed to support end-to-end application, redetermination, and interim change business processes.

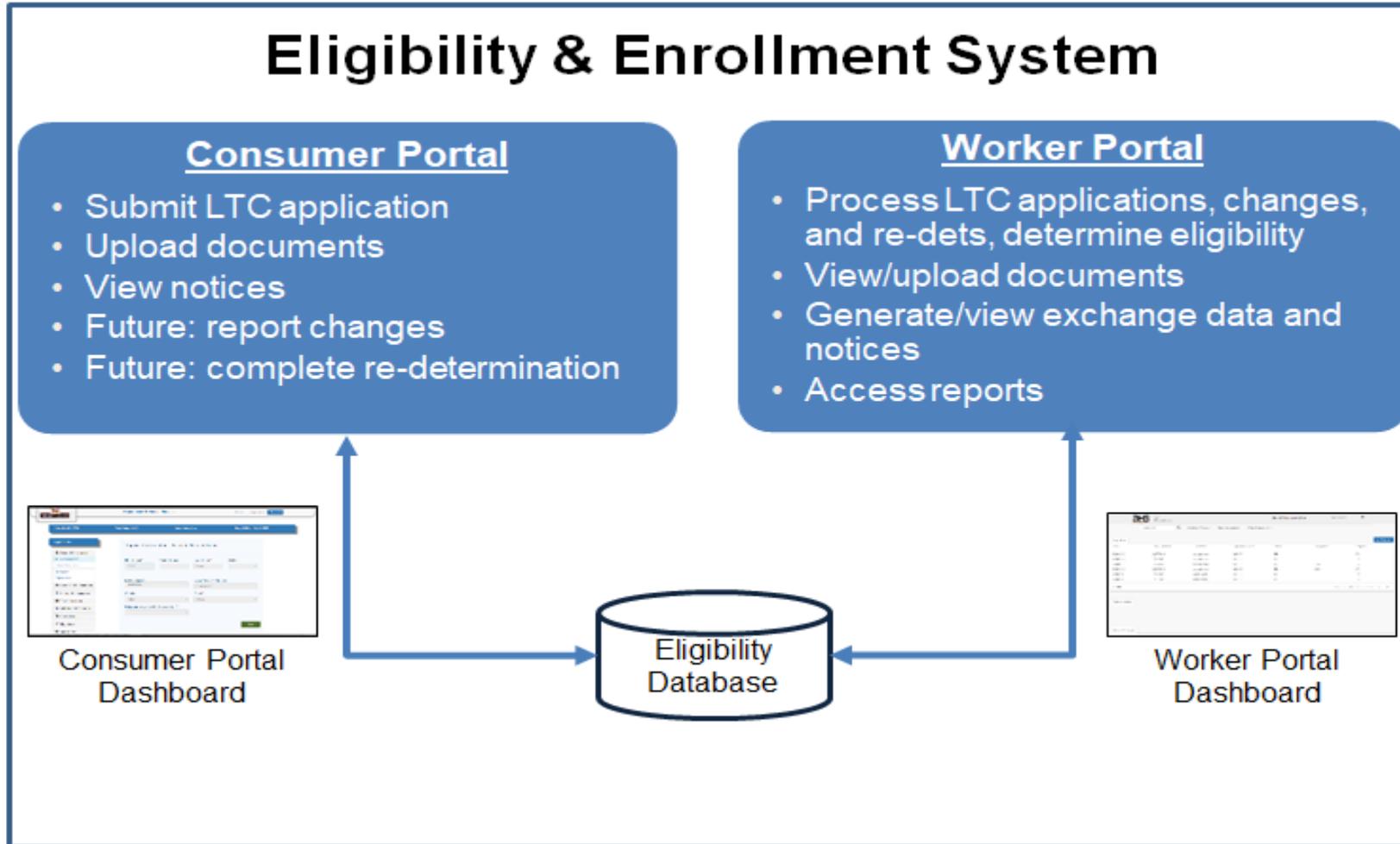
Eligibility & Enrollment for LTC

What changes when LTC module of E&E goes live?

- The current *myDHR* link (the public portal for applications) will redirect users to the new MD THINK portal when applying for LTC: MyMDTHINK.Maryland.gov
- Case managers in DHS and MDH will use a new E&E portal for processing LTC applications, redets, and interim changes.
- All existing active clients will be migrated into the new system and the LTC users are not required to access legacy CARES
- Following our agile model of systems development, additional functionality will be introduced in the system continually after launch, adding enhancements and more efficiency for operations.

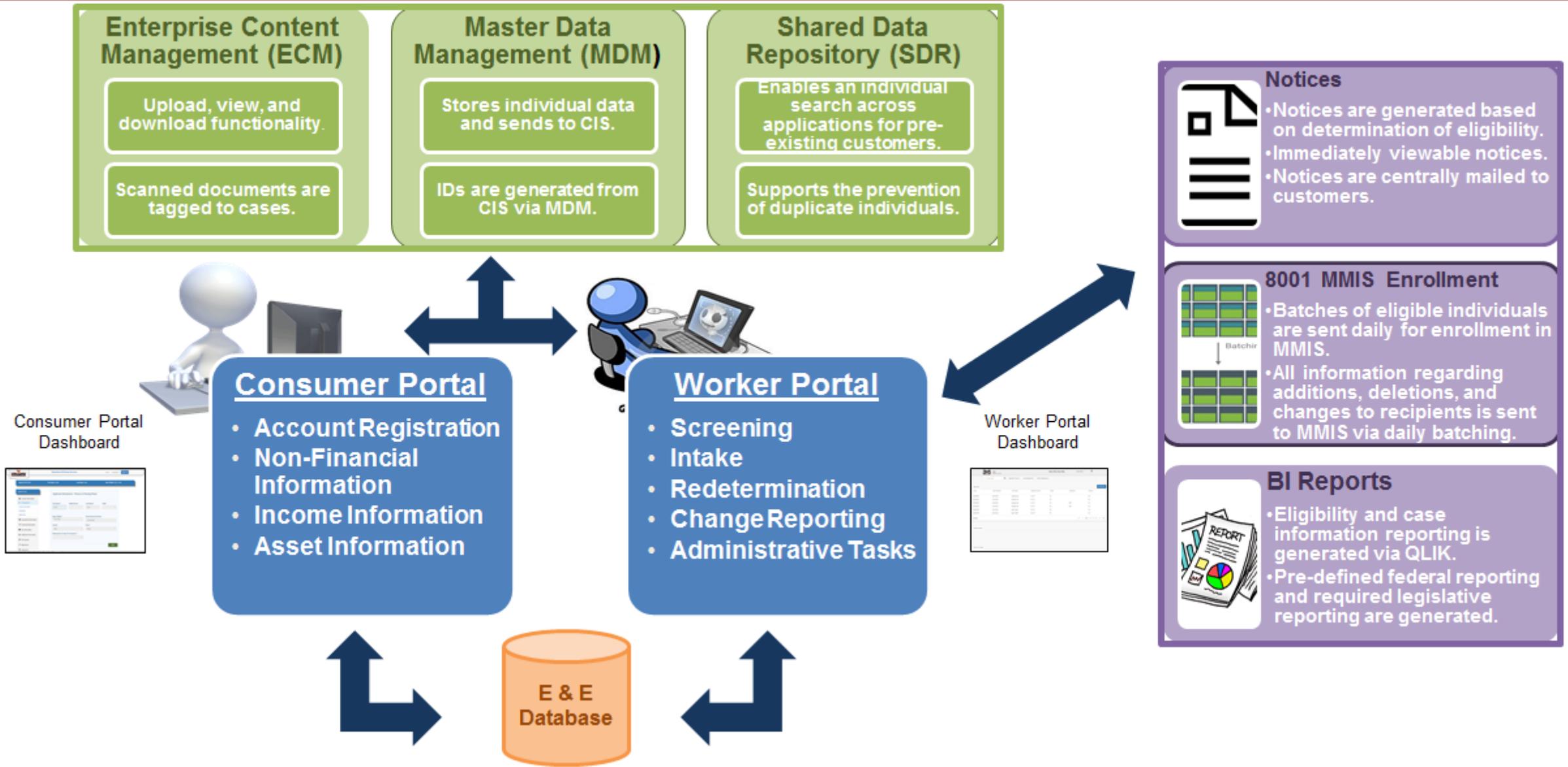
Eligibility & Enrollment for LTC: 2 Portals

- 
Customers
- 
Authorized Representatives
- 
Providers
- 
Utilization Control Agents



- 
Case Managers,
Supervisors,
Managers
- 
HQ Staff

Eligibility & Enrollment for LTC – One System



Core Functionality for Initial Release

Application	Redetermination	Interim Changes

Functions in **bold** indicate E&E functionality NOT available in CARES or MyDHR today

User Groups



Customers, Representatives



Providers



Case Managers

Eligibility & Exchange LTC Functionality

Dashboard & Queue	Workflows/Data Collection	Eligibility Determination	Notices	Automated Action
<ul style="list-style-type: none"> • Worker Dashboard • Consumer Dashboard • Facility Dashboard • 257 routing • Work Item Queue/Assignment 	<ul style="list-style-type: none"> • Consumer Portal with Spanish text • Worker Portal case workflows • Verification Checklist • Integrated upload and view documents • Vendor/provider management • Address validation 	<ul style="list-style-type: none"> • L Track: 3 CG's • H Track: 8 CG's • T Track: 5 CG's • Penalty Period Calculation • Cost of Care & Allowance Calculation 	<ul style="list-style-type: none"> • System Generated Eligibility Notices (English & Spanish) • Verification Request Letter 1052 • Re-det Mailings 	<ul style="list-style-type: none"> • Re-det scheduling • Case Alerts • <i>Mass Mod. (*post June)</i>

Interfaces

SSA Composite (FDSH)
Verify Lawful Presence (FDSH)
Asset Verification System (AVS)
MMIS
MABS
PARIS

Enterprise Functions

Enterprise Search	BI Reports	Master Data Management	Shared Data Repository	Login, Security, Account, and Role Management	Enterprise Content Management
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Conversion

Case and Recipient Data, Documents

How the New System Supports Strategic Goals

Strategic Goal	MD THINK/E&E Design	Benefit
Simplified Business Process	Flexible workload management functionality	Better visibility of pending/in-progress work across and within district offices to plan and manage accordingly
	LTC eligibility notices, letters, and forms to be generated by the system, mailed centrally	Standardized LTC eligibility notices and forms sent to customers, reps, reducing local office print/mail time
	Integrated document upload/download functionality	Documents accessed when needed during processing by case managers, documents uploaded in Consumer Portal immediately available to case managers
	LTC eligibility rules in a Business Rules Engine, including cost of care calculations	Standardized and accurate eligibility determinations, reduction in time for case manager to manually calculate vs. validate

How the New System Supports Strategic Goals

Strategic Goal	MD THINK/E&E Design	Benefit
Citizen-Centric Services	Spanish language in both Consumer Portal and LTC notices and letters	Increased customer service, creates platform for additional languages
	System processes to manage individual data and create a “360 degree” view of recipients	Supports holistic service delivery, cross-agency awareness and collaboration to serve customers
	System supports real-time exchanges between consumers/ reps and workers, e.g. upload a document and worker can view real-time, citizen can view status of app immediately after processing	Enhanced customer service, ability to upload and discuss documents in real-time, e.g. while on the phone

LTC - Enterprise Functions- Business Intelligence Reports



